

Name _____

Dealing with Workplace Conflict

If you haven't already, you will most likely be involved in some form of workplace conflict on the job. Different personalities, in one location, at one time, equal conflict. The solution is conflict resolution. Resolving conflict is something learned through experience but if you know conflict will eventually occur and you know how to react when it does, there will be a much better result. Once you are able to resolve your own conflicts on the job and help others to do the same, your employers will see what a valuable employee you are!

Go to the following link where a professor from the University of Pennsylvania has put together some rules on [how to fight fair](#). These rules also apply to personal relationships, but for this activity, keep in mind your workplace. Complete the following assignment:

Write True or False for the following statements about fighting fair:

1. _____ The goal of any fight is to win.
2. _____ Compromise is the most important ability in conflict resolution.
3. _____ You should not get in the middle of a fight you don't belong in.
4. _____ A sense of humor is not important.
5. _____ Everyone says things they don't mean occasionally.

Use **the outline of Problem Solving** and list 8 steps to take to resolve the following workplace conflict.

There is a male employee who is overly friendly to all the other employees. He is always standing too close and saying sarcastic things about how others are doing their job. He gets worse when you tell him to stop. He works all the time and everyone is dreading working with him. He does his job and does not seem to get on the boss's nerves.

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.
- 8.

Start Microsoft Word. Type your name and heading. Type two paragraphs about a time when you had a conflict at work.

Paragraph 1 - **Describe what happened**
Paragraph 2 - **how it was resolved.**